

COVID 19 Response: Shifting Walk-In to Talk-In Therapy



The Challenge

Thunder Bay saw immediate changes in mental health and addiction needs due to COVID-19. There was an increased urgency for quick-access options for children, youth and adults across the lifespan and life situations.

As provincial guidelines asked for physical distancing and staying at home as much as possible, our walk-In only model no longer fit. Support was needed from a variety of access points.



The Solution

- Leveraged existing service, partnership, and resources to shift Walk-In to Talk-In Counselling, using a blended model to best meet community needs.
- Expanded services to 5 days a week with morning, afternoon and evening options to increase accessibility.
- Remain accessible to a variety of needs including English and French services and support for hearing impaired.
- Available by phone, video call, online or face-to-face with appropriate screening measures.
- Maintain quality of single session therapy, not drifting to intake services.
- Services were launched with great response from local school boards, organizations, members of parliament, and community members.
- All it takes to access support is a simple phone call.

The Process



Leverage existing resources

Redeploy staff

2

Centralize access, with one phone number

4

Offer support to meet emerging community needs

Expand quick access options

3

Promote service to the community

5

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To share your innovation, email mhanorth@hsnsudbury.ca